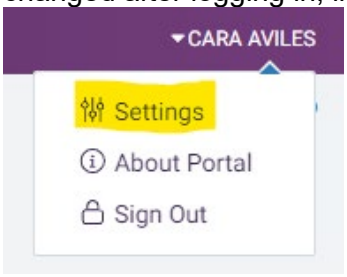
Travis Unified School District
Employee Portal FAQ's

What if I was employed at a prior district within Solano county and already have a portal login?

- When logging into the portal with the credentials you used at your prior district, Travis USD should now be visible. If not, please contact employeeportal@travisusd.org to check your portal setting in the system.

Do I have to use my district email to create my account?

- No, you do not have to use your district email address, but you can if you would like to. You will receive notifications when documents are uploaded to your portal, so please use an email that you actively use to ensure you receive these notifications. This information can always be changed after logging in, in the top right corner under settings shown below:



When creating my login for the portal for the first time, I am receiving an error message that is shown below:



- This error message means that the information you have entered is not matching the information on your employment record. Please check that your full name stated on your pay warrant each month matches exactly, this includes hyphenated last names or multiple first or last names. Also, if you have recently changed your phone number, but have not updated it on your employment record, please fill out the Personnel Record Update form and submit to Human Resources.

Travis Unified School District
Employee Portal FAQ's

After logging in under the "My Information" section my information is incorrect, what should I do?

- Please fill out the Personnel Record Update form and return it to humanresources@travisusd.org for your information to be updated.

My leave balance does not look accurate, why is this?

- Your leave balance in the portal **is not** a live leave balance. Human Resources extracts and posts leaves in our Employment Management system once a month around mid-month.

- For example, if you are logging into the portal on December 8th and took leave November 20th, you will not see the leave usage post until after Mid-December.

If you have any other questions regarding the portal please email: employeeportal@travisusd.org